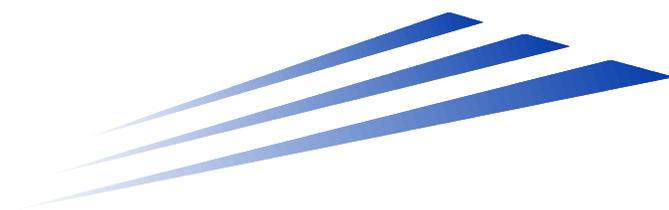


KENTUCKY TRANSPORTATION CENTER

College of Engineering

KENTUCKY HIGHWAY USER SURVEY 2000



UNIVERSITY OF KENTUCKY

**Research Report
KTC-01-20/PSA-01-1F**

Kentucky Highway User Survey 2000

By

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in cooperation with
Transportation Cabinet
Commonwealth of Kentucky

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July 2001

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| 16. Abstract The purpose of this study was to continue the efforts begun in 1997 to monitor Kentucky public opinion regarding the quality of the highway system and also includes a portion to measure satisfaction with the current drivers' license and registration renewal processes. Kentucky's 2000 public opinion is compared to data collected since 1997 to gauge Kentucky's progress over the past years, and is compared to the NQI 2000 Survey done on the national level to show how Kentuckians' opinions compare to those nationwide. | | | |
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INTRODUCTION & METHODOLOGY

THE NATIONAL BASELINE STUDY

In 1992, state transportation officials, the Federal Highway Administration and other interested parties met to establish a national initiative to promote the quality of the nation's highway system. An outgrowth of this collaboration was the "National Quality Initiative (NQI) Steering Committee." The Committee developed a long-range strategic plan to guide its activities during the first years of operations.

One component of the plan was to conduct a nationwide baseline study designed to assess public satisfaction with the country's highways, followed by a tracking study to measure satisfaction over time. During the fall of 1995, Coopers and Lybrand, through Opinion Research Corporation, conducted a nationwide telephone survey of 2,205 licensed adult drivers and released a report of findings in May 1996. During the spring of 2000, the Federal Highway Administration, through Mathematica Policy Research and Battelle, conducted a follow-up study, the *Infrastructure Survey (2000)*. This survey had two forms, with Form A using many elements from the 1995 *NQI National Highway User Survey* to enable over-time comparisons. The *Infrastructure Survey (2000)*, Form A yielded 894 completed interviews. These results, where applicable will be referred to in this report for comparison purposes.

THE KENTUCKY STUDIES

Although the national studies provided evidence of people's attitudes regarding the nation's highway system, the sample size at the individual level was inadequate to provide state-by-state analysis of opinions. Therefore, in June 1997, the Kentucky Transportation Center (KTC), on behalf of the Kentucky Transportation Cabinet, commissioned a statewide baseline study to determine satisfaction with Kentucky's highway system. The Kentucky baseline study closely approximated the national study, which enabled direct comparisons between state and national opinions. In August 1998, KTC conducted the first statewide tracking study to begin monitoring public opinion regarding the quality of Kentucky's highways. A follow-up study has been conducted each year since, the most recent commissioned in December 2000. This report summarizes results from that study.

The survey instrument for the Kentucky studies was designed to measure the following seven characteristics of the state's highways:

- Bridge Conditions
- Maintenance Response Time
- Pavement Conditions
- Safety
- Travel Amenities
- Traffic Flow
- Visual Appeal

KENTUCKY HIGHWAY SURVEY COORDINATION & ADMINISTRATION

All data for the most recent Kentucky statewide study were collected and analyzed by the University of Kentucky Survey Research Center. Interviews were completed from January 21 to February 9, 2001 with Kentucky adults who met the following two screening criteria:

1. Licensed driver 18 years old or older
2. Had driven on a major highway within the past year¹

Households in Kentucky were selected using a list-assisted Waksberg Random-Digit Dialing method, giving every household telephone line in Kentucky an equal probability of being selected. Following the procedure in the national study, those contacted for response were selected at random by asking for the individual in each household who was 18 years old or older and had the most recent birthday. If the selected individual was not a licensed driver or had not driven on a major highway within the past year, the interview was terminated, a replacement household was contacted, and the screening process was repeated.

A minimum of 15 attempts were made to each number in the sample, with an additional 7 attempts allowed for callbacks to individuals who were contacted at an inopportune time. Call attempts were varied by day and time, including weekends, to ensure representative results. Finally, one refusal conversion was attempted several days after an initial refusal to participate.

¹ A major highway was defined to include any of the following: the interstate highway system, other multi-lane highways (expressways, freeways, and toll roads), and major two-lane highways (numbered highways with three or fewer digits).

For the 2000 Kentucky study, the questionnaire averaged approximately 15 minutes in length. The process resulted in 791 completed interviews, deriving a maximum overall margin of error of $\pm 3.5\%$ at the 95 percent confidence interval.²

Note that in this report, all figures exclude “don’t know” or “not applicable” responses. Also, note that all results reported to be *statistically significant* were evaluated at the .05 level. Analyses to determine the statistical significance of related responses were conducted using the Contingency Table Analysis (Crosstabs) or T-Tests for Independent Samples procedures in SPSS, depending on the measurement level of the data.

PROFILE OF RESPONDENTS

In addition to assessing various dimensions of study participants’ experiences with Kentucky highways, the survey instrument assessed demographic information on participants, plus information regarding driving patterns. These characteristics are important for investigating satisfaction by various population segments, which can be used to prioritize and target highway improvement efforts. The tables below illustrate the demographic breakouts used to develop profiles of 2000 study participants.

| GENDER | FREQUENCY | PERCENT |
|---------------|------------------|----------------|
| Male | 368 | 47% |
| Female | 423 | 53% |

| AGE | FREQUENCY | PERCENT |
|-------------|------------------|----------------|
| 18-34 | 202 | 26% |
| 35-54 | 383 | 48% |
| 55 and over | 206 | 26% |

² Note that for some individual items, such as “toll booth delays” the margin of error can be as large as $\pm 8\%$ due to the smaller number of respondents for whom these questions were applicable.

| EDUCATION | FREQUENCY | PERCENT |
|-------------------------------|------------------|----------------|
| 8 th grade or less | 26 | 3% |
| High school, incomplete | 76 | 10% |
| High sch. Diploma/GED | 303 | 38% |
| Some college | 215 | 28% |
| College graduate | 89 | 11% |
| Post college | 82 | 10% |

| PRIMARY TRIP TYPE | FREQUENCY | PERCENT |
|----------------------------|------------------|----------------|
| Commuting | 299 | 38% |
| Shopping/errands | 201 | 27% |
| Recreation | 142 | 20% |
| Work, other than commuting | 121 | 15% |

| PRIMARY TYPE OF DRIVING | FREQUENCY | PERCENT |
|--------------------------------|------------------|----------------|
| Major two-lane highways | 355 | 45% |
| Interstate highway system | 300 | 38% |
| Other multi-lane highways | 136 | 17% |

| HIGHWAY DISTRICTS | FREQUENCY | PERCENT |
|--------------------------|------------------|----------------|
| 1 | 56 | 7% |
| 2 | 72 | 9% |
| 3 | 49 | 6% |
| 4 | 58 | 7% |
| 5 | 159 | 20% |
| 6 | 91 | 12% |
| 7 | 117 | 15% |
| 8 | 35 | 4% |
| 9 | 44 | 6% |
| 10 | 26 | 3% |
| 11 | 48 | 6% |
| 12 | 36 | 5% |

| CONGRESSIONAL DISTRICTS | FREQUENCY | PERCENT |
|--------------------------------|------------------|----------------|
| 1 | 125 | 16% |
| 2 | 135 | 17% |
| 3 | 128 | 16% |
| 4 | 133 | 17% |
| 5 | 127 | 16% |
| 6 | 143 | 18% |

| MAJORITY OF HIGHWAY MILEAGE | FREQUENCY | PERCENT |
|-----------------------------|-----------|---------|
| Rural | 435 | 55% |
| Urban | 271 | 34% |
| Equal urban/rural | 83 | 11% |

| VEHICLE TYPE | FREQUENCY | PERCENT |
|------------------------|-----------|---------|
| Car | 462 | 58% |
| Truck | 179 | 22% |
| Van | 83 | 11% |
| Sports utility vehicle | 62 | 8% |
| Other | 5 | 1% |

MAJOR FINDINGS

This section of the report outlines key findings from the 2000 study, organized around three main points:

- Overall satisfaction with the highway system
- Satisfaction with **characteristics** of the highway system
- Satisfaction with registration and licensing processes

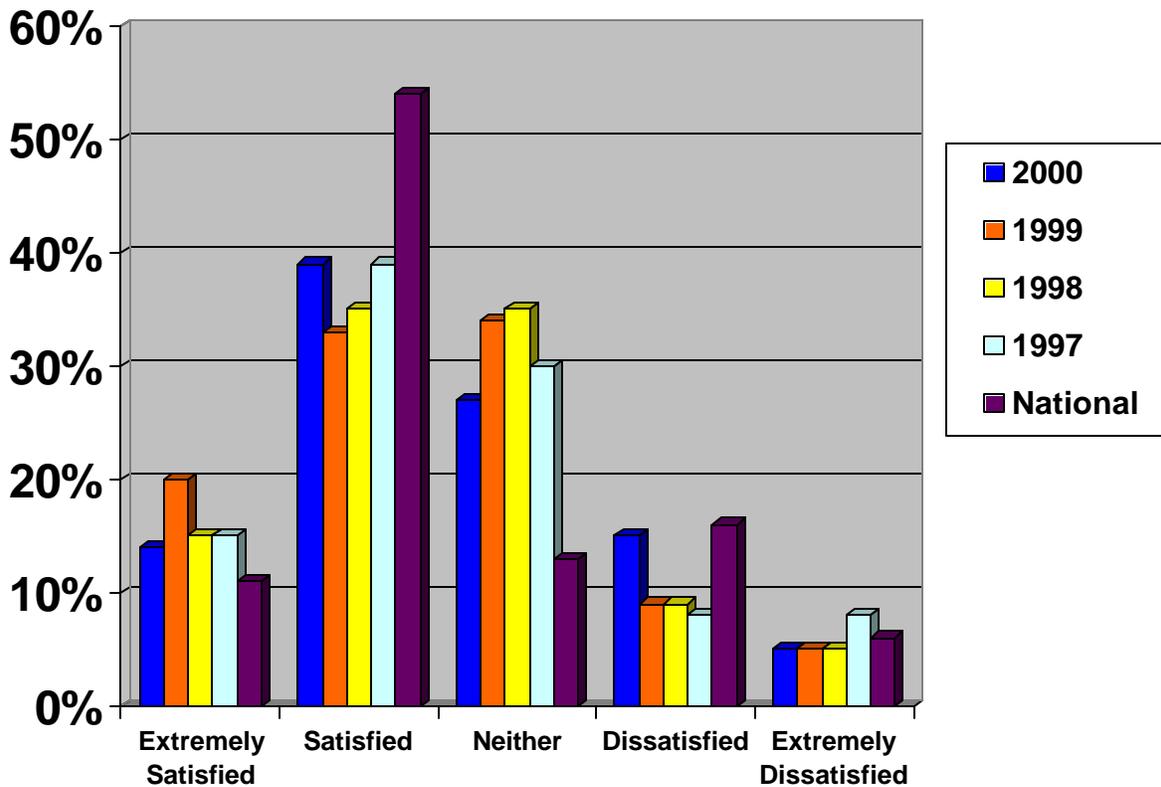
This report closely approximates the format generated for the 2000 national and previous Kentucky studies. Where appropriate, results from these studies are included as points of comparison.³

³ It should be noted that apparent 'changes' in results from the 2000 Kentucky survey and previous Kentucky studies may be as much due to more rigorous methodology as to real changes in opinion. The current study methodology has resulted in a more representative sample, particularly with younger drivers, which may explain observed differences in opinion. Also, it should be noted that all charts are created from unweighted data.

OVERALL SATISFACTION WITH THE HIGHWAY SYSTEM

As in previous years, all 2000 study participants were asked to assess various characteristics of Kentucky's highway system using a 5-point rating scale, where 5 represented "extremely satisfied" and 1 represented "extremely dissatisfied." Prior to rating their satisfaction with individual highway characteristics, participants scored their **overall** satisfaction with the major highway type they used most often for the trip type they took most often.⁴

Trends in Overall Satisfaction with the Highway System



⁴ It should be noted that the 2000 national study results are based on a *similar*, but not identical question. The national study question wording did not refer to the 'trip type' taken most often. Also, the national question response set used 'very' satisfied/dissatisfied vs. the 'extremely' satisfied/dissatisfied used in the Kentucky studies.

Closer examination of 2000 results indicate that overall satisfaction with state highways (combined “satisfied” and “extremely satisfied” responses) remains stable. In 2000, 53% were satisfied compared – the same result as in 1999. This result has not changed substantially since 1997. However, satisfaction with Kentucky highways is substantially less than satisfaction with national highways (65%).

As in previous studies, in 2000 a significant number (27%) of respondents reported being “neither satisfied nor dissatisfied” although this is less than previous years. It appears that the difference is also reflected in an increase in those “dissatisfied” with Kentucky highways. Overall those reported being dissatisfied increased from 14% to 20% since the 1999 study.

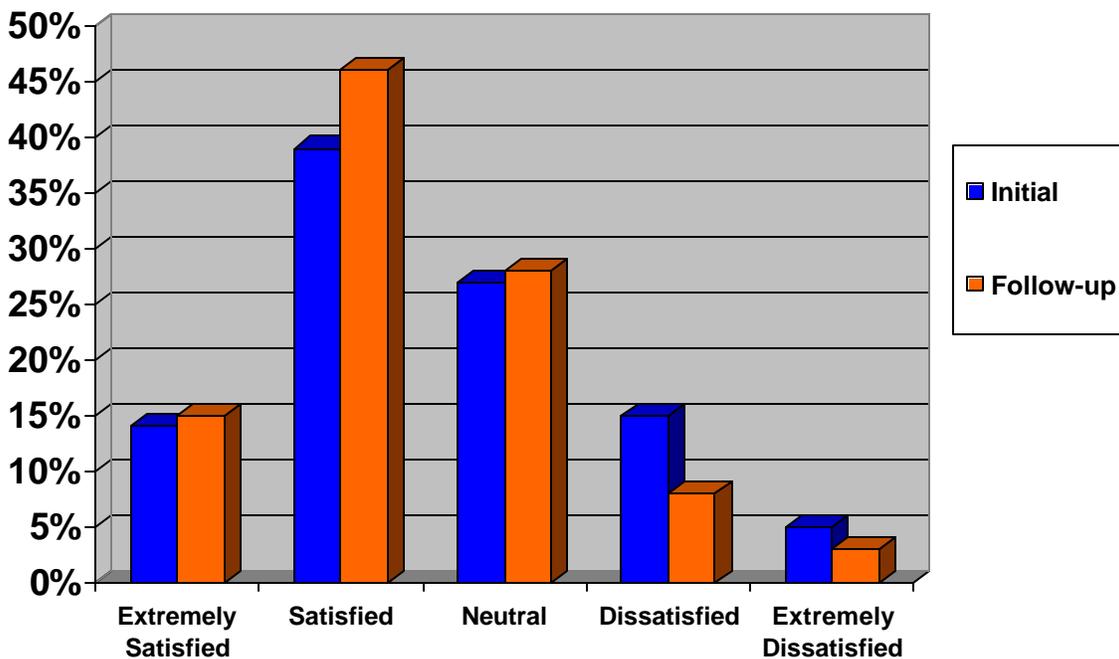
Examination of overall satisfaction by demographic and other characteristics revealed few statistically significant differences. OLDER drivers were more likely to be satisfied than younger drivers. CAR and SUV drivers were both significantly more likely to be satisfied than either TRUCK or VAN drivers. Additionally, respondents from CONGRESSIONAL DISTRICT 6 and HIGHWAY DISTRICT 7 were more likely to be satisfied, and those from HIGHWAY DISTRICTS 2 and 12 were less likely to be satisfied.

FOLLOW-UP OVERALL SATISFACTION RATINGS

Near the close of each interview, after they had discussed individual highway characteristics plus a variety of attributes pertaining to each, participants provided a second rating of their overall satisfaction with the highway they use most often. This provides another, perhaps more accurate picture of satisfaction after respondents have had time to reflect on all the different attributes of the highway system.

Below are 2000 results from the follow-up question juxtaposed with the initial 2000 results. As can be seen clearly, satisfaction increased (and dissatisfaction decreased) after respondents considered their experiences with the state's highways in more detail. Initial satisfaction was 53 percent, compared to 61 percent at the follow-up.

Overall Satisfaction with the Highway System Revisited



As with the initial satisfaction question, OLDER drivers and those in CONGRESSIONAL DISTRICT 6 were more likely to report being satisfied when asked at the end of the interview. CAR drivers were still more likely to be satisfied than TRUCK drivers.

In addition, those who drove mainly for RECREATION purposes were more satisfied than those who drove mainly for WORK or BUSINESS (non-commuting), and those who traveled mostly on INTERSTATE HIGHWAYS were more satisfied than those traveling on TWO-LANE HIGHWAYS. Finally, respondents from HIGHWAY DISTRICT 6 were significantly less satisfied than those from other districts.

SATISFACTION WITH HIGHWAY CHARACTERISTICS

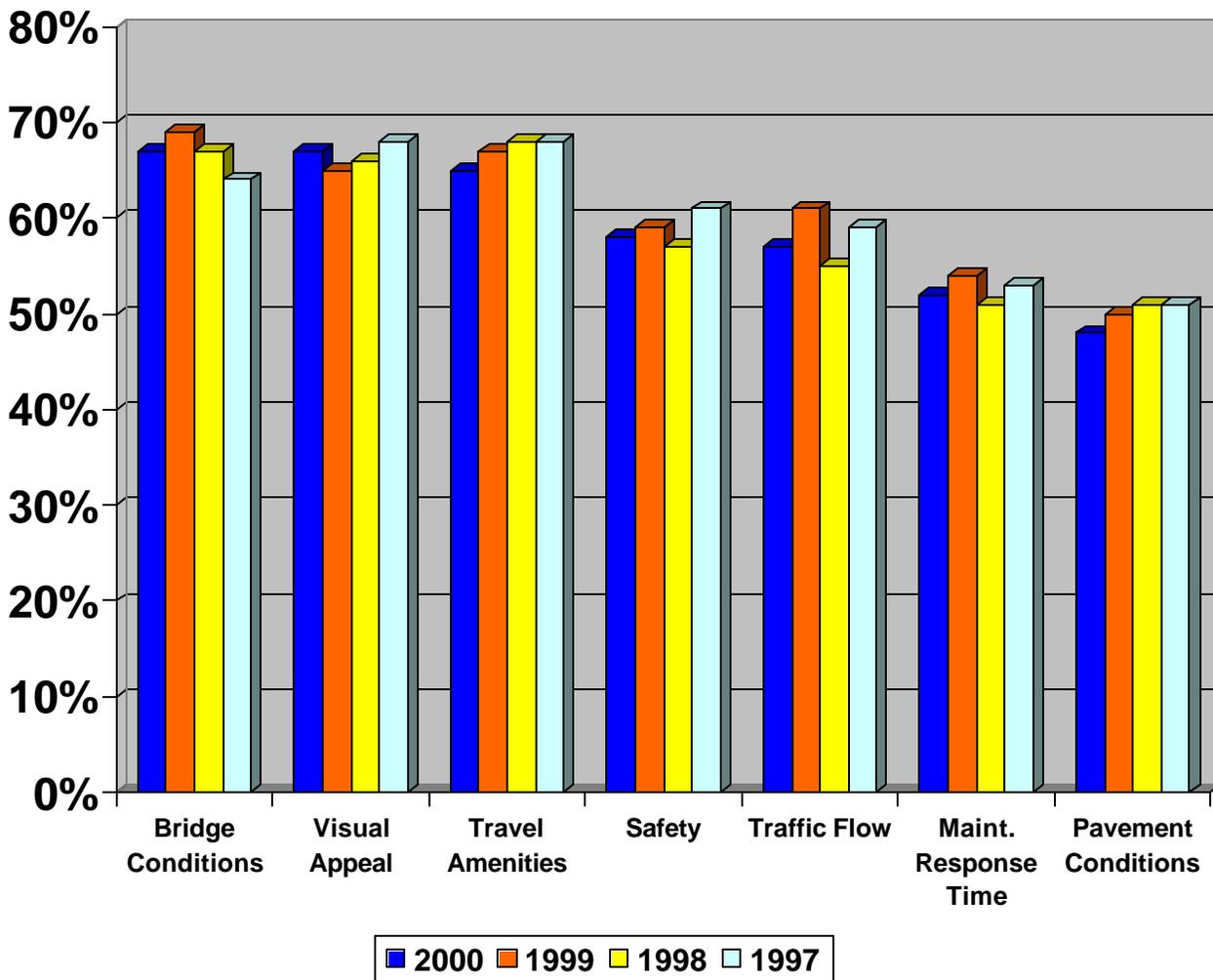
A total of seven highway characteristics were tested in this study – safety, traffic flow, pavement conditions, bridge conditions, visual appeal, maintenance response time, and travel amenities. Each characteristic is composed of several distinct attributes. For each characteristic, respondents rated their satisfaction with a series of relevant attributes. They then provided an overall satisfaction rating for that characteristic.⁵

Below are the respective levels of satisfaction with each highway characteristic tested. **Note that in this figure, ratings of 4 (“satisfied”) and 5 (“extremely satisfied”) were combined to reflect the overall satisfaction level.**⁶

⁵ To eliminate biases, characteristics were presented to respondents in random order.

⁶ The *Infrastructure Survey (2000)* did not include questions about overall satisfaction with individual characteristics – just attributes of those characteristics. The charts in the “*Moving Ahead.....*” report are based on aggregated responses to questions about satisfaction with specific attributes.

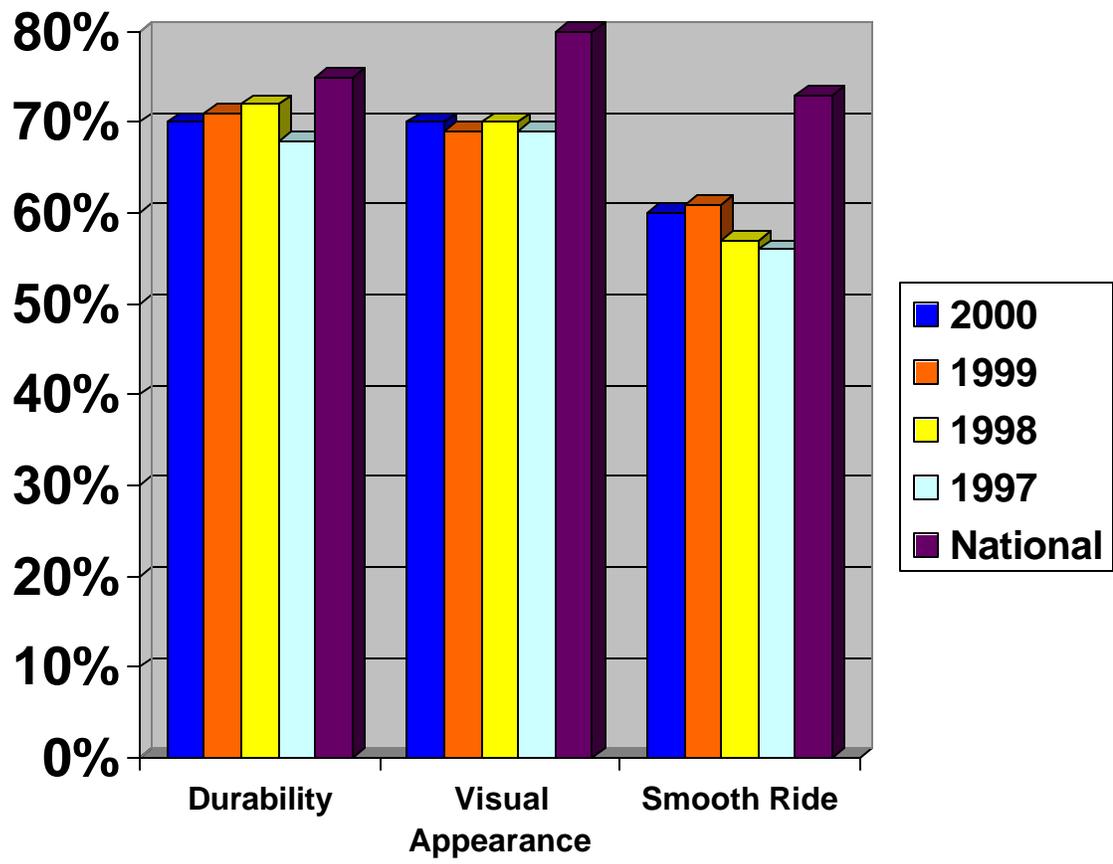
Trends in Satisfaction with Highway Characteristics



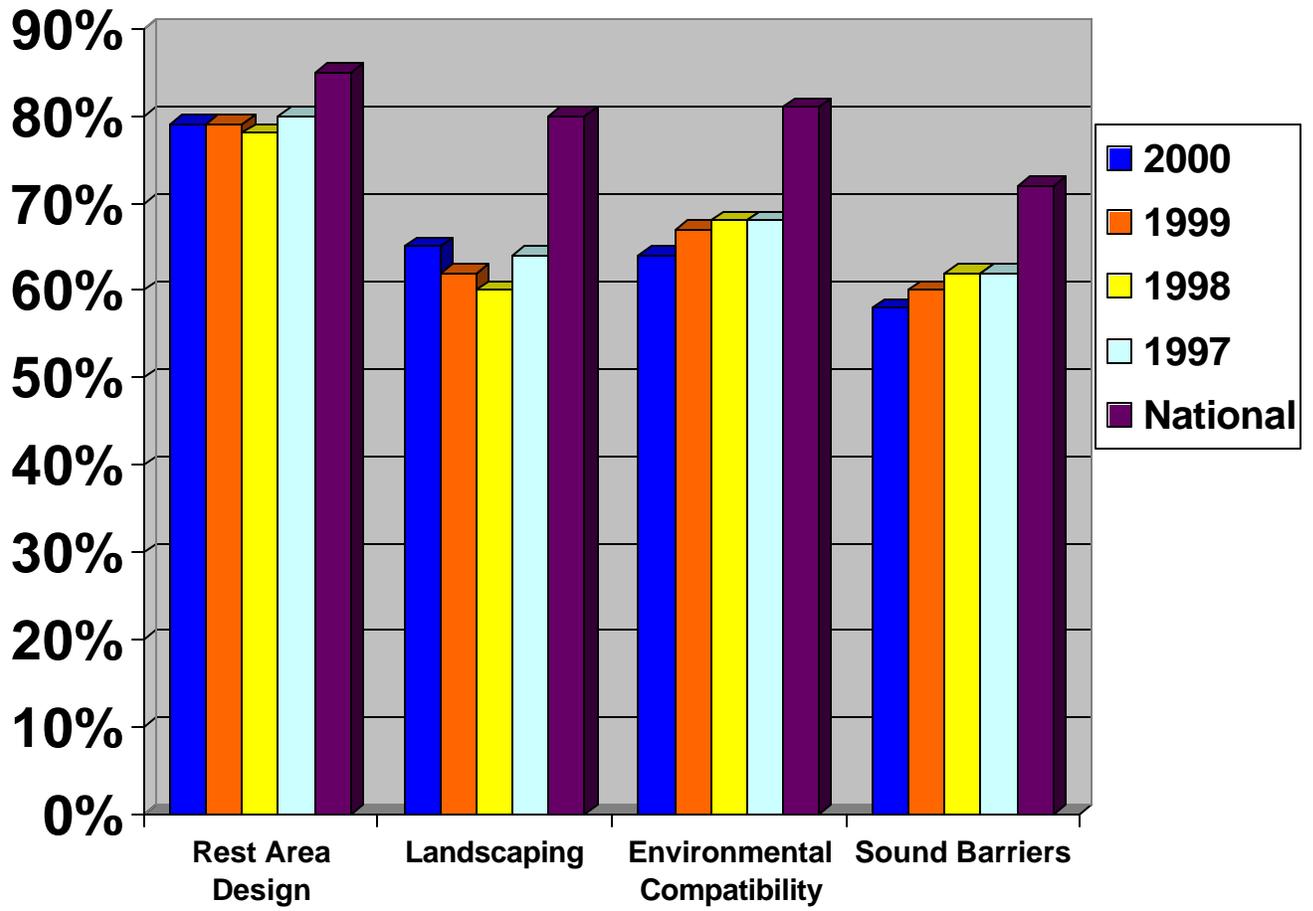
With the exception of satisfaction with "Visual Appeal," it appears that overall satisfaction with each of these highway characteristics has declined slightly since 1999.

Presented on the following pages are the trends in ratings of specific attributes of each highway characteristic. Charts are presented in the order the characteristics appear in the chart above.

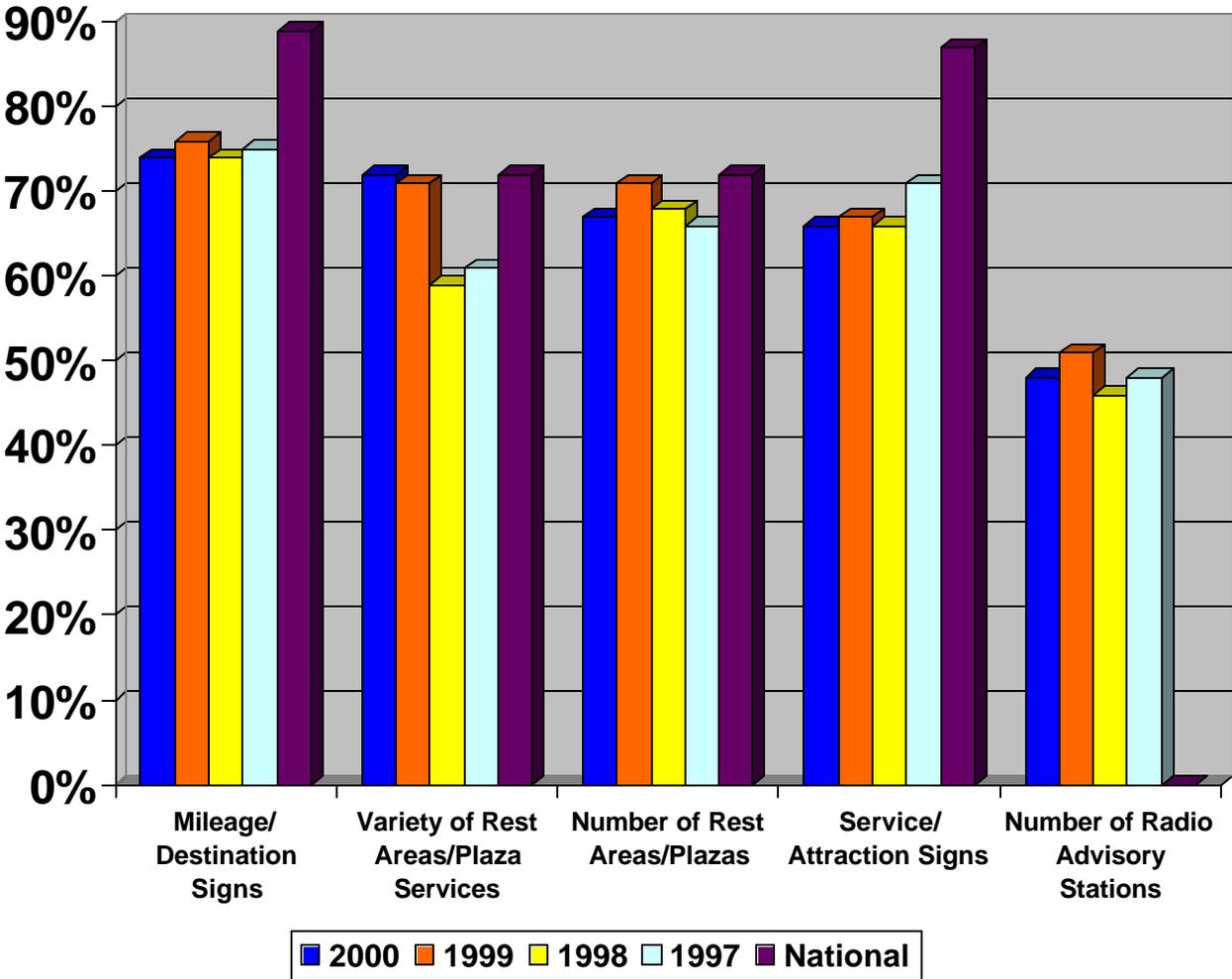
Trends in Satisfaction – Bridge Conditions



Trends in Satisfaction – Visual Appeal

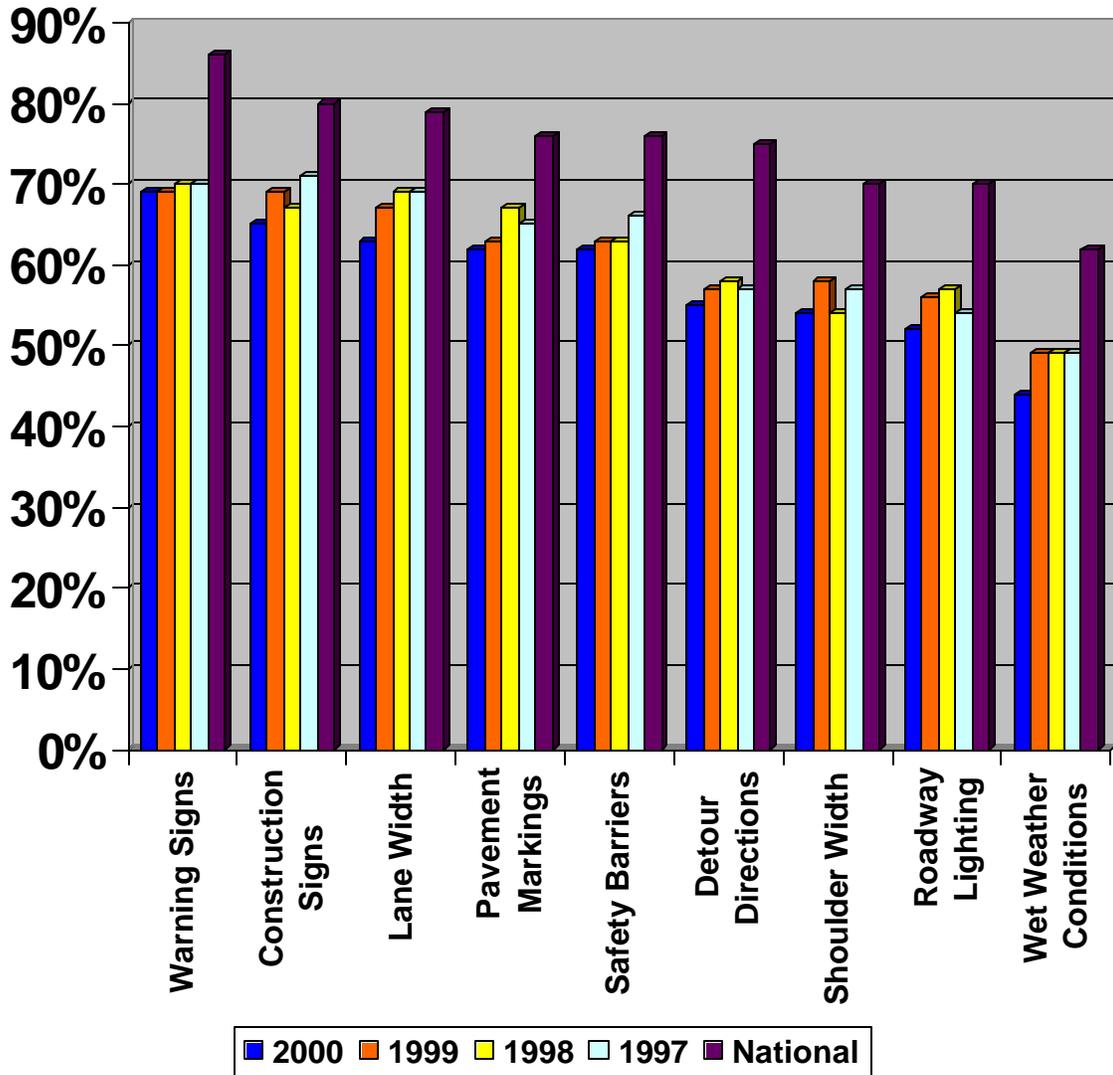


Trends in Satisfaction – Travel Amenities⁷



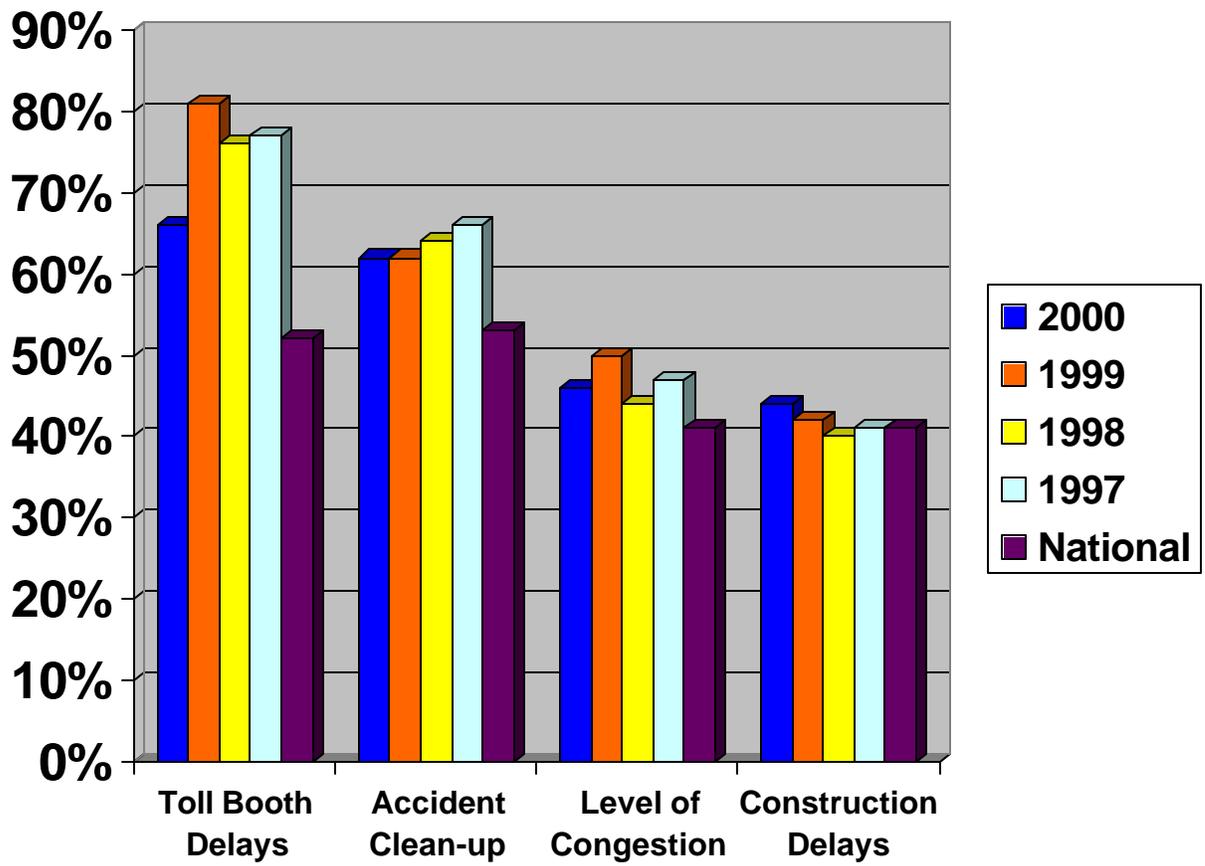
⁷ Percentages for questions regarding rest areas are based on N=346 (44%). Also, note that the national survey did not include a question about satisfaction with the “Number of Radio Advisory Stations.”

Trends in Satisfaction – Safety⁸



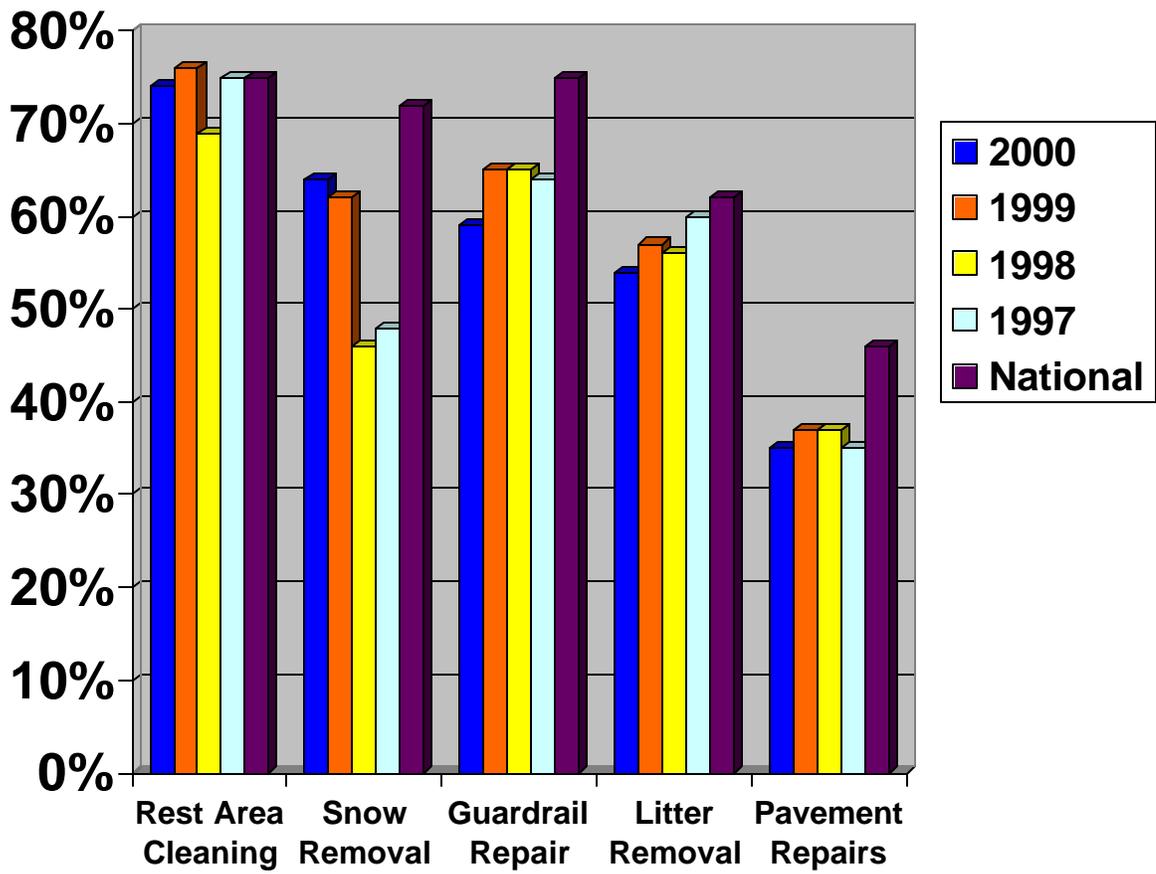
⁸ Kentucky 2000 results and national results may not be directly comparable for the “Detour Directions” and “Construction Signs” attributes. The Kentucky asked these questions in the context of a “Safety” characteristic, while the *Infrastructure Survey (2000)* asked about these attributes in the context of “Work Zones.”

Trends in Satisfaction – Traffic Flow⁹

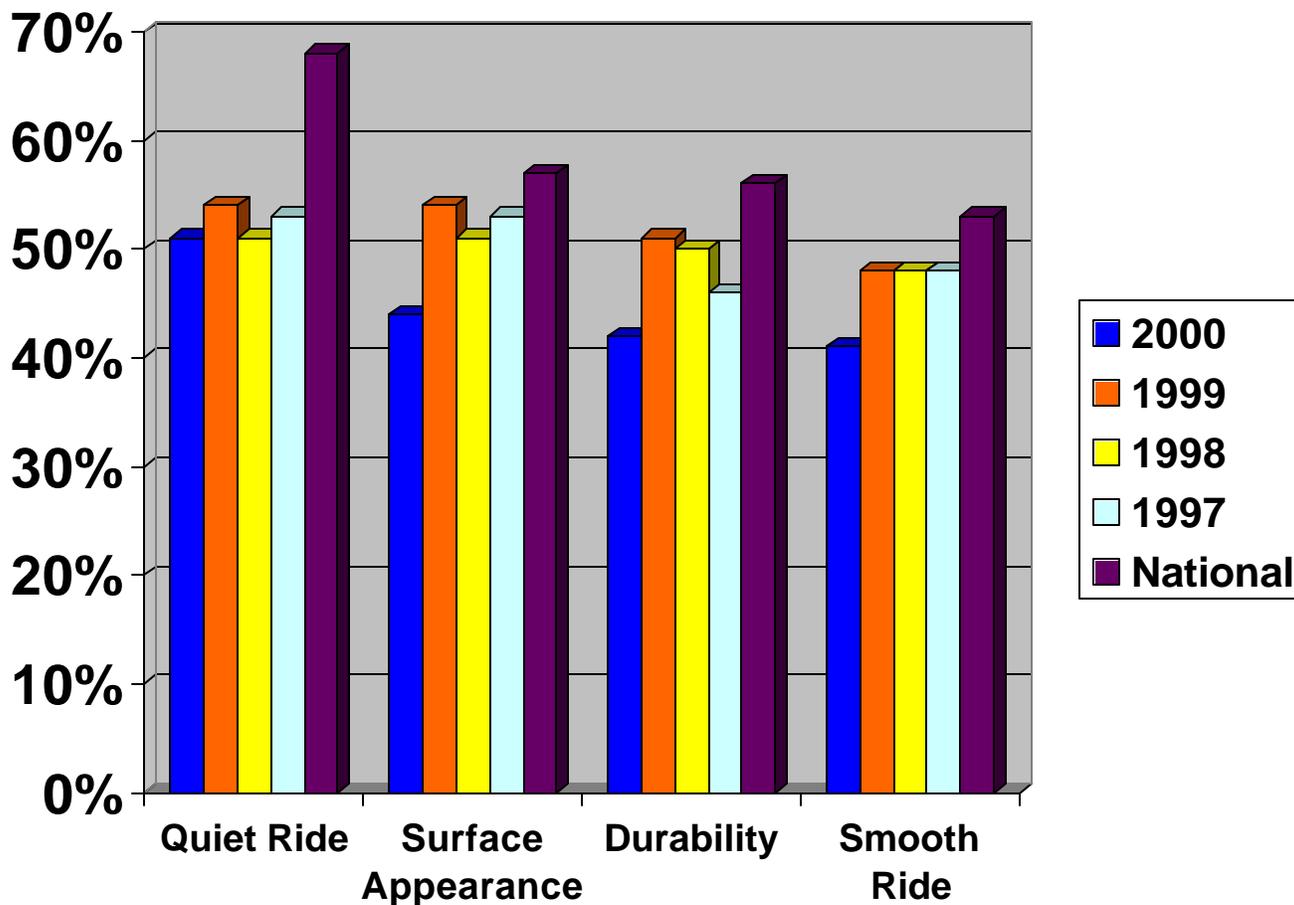


⁹ Kentucky 2000 results and national results may not be directly comparable for the “Construction Delays” attribute. The Kentucky asked these questions in the context of a “Traffic Flow” characteristic, while the *Infrastructure Survey (2000)* asked about this attribute in the context of “Work Zones.” Also, percentage reported for “Toll Booth Delay” is based on N=205 (26%).

Trends in Satisfaction – Maintenance Response Time



Trends in Satisfaction – Pavement Conditions



KENTUCKY'S PERFORMANCE OVER TIME

For nearly every characteristic tested, satisfaction with Kentucky highways was less than in 1999. The exception was "Visual Appeal" of which satisfaction with increased slightly. Most of these changes however were only 1% or 2% - well within the margin of error. The exception was traffic flow, where satisfaction decreased 4% this year.

Closer examination of trends since 1997 reveal that satisfaction with all characteristics has experienced small changes from year to year in no particular direction. Satisfaction has decreased (or remained the same) each year with "Travel Amenities" and "Pavement Conditions" but these declines are small enough to be sampling error. Three or four years are not enough data to state that there is a clear trend here.

Regarding the individual highway attributes tested, results showed that performance by Kentucky's highways improved on 5 attributes, maintained performance on 3, and decreased on 26. However, the only significant change in either direction was the drop in satisfaction with "Toll Booth Delays" from 81% to 66%. Even with the small number of respondents for whom toll booth delays were applicable, this drop is beyond the margin of error for this item. The other point of interest is that careful examination of individual attributes for the "Safety" and "Pavement Conditions" characteristics reveals declines in satisfaction – some sizable – for virtually all attributes since 1999. Yet, when asked about overall satisfaction with these two characteristics of Kentucky highways, there was only a slight decline in satisfaction (see p.11).

Examination of 2000 -attribute satisfaction compared to 1999 revealed several variations. The following lists illustrate attributes that fluctuated from 1999 – decreases are

shown on the left; increases on the right. Differences exceeding the margin of error are *italicized*.

As stated previously, the majority of 2000 score fluctuations were **decreases** in satisfaction.

Decreases:

- *Toll booth delays*
- Congestion level
- Timeliness of rest area cleaning
- Environmental compatibility
- Bridge durability
- Number of rest areas/plazas
- Timeliness of litter removal
- Pavement durability
- Quietness of ride on pavement
- Pavement surface appearance
- Number of radio advisory stations
- Sound barriers
- Shoulder width
- Mileage/destination signs
- Service/attraction signs
- Ride smoothness on bridges
- Pavement markings
- Ride smoothness on pavement
- Construction signs
- Lane Width
- Safety Barriers
- Detour Directions
- Roadway Lighting
- Wet weather pavement conditions
- Guardrail repair
- Pavement repairs

Increases:

- Timeliness of snow removal
- Construction delays
- Visual appearance of bridges
- Variety of rest areas/plazas
- Landscaping

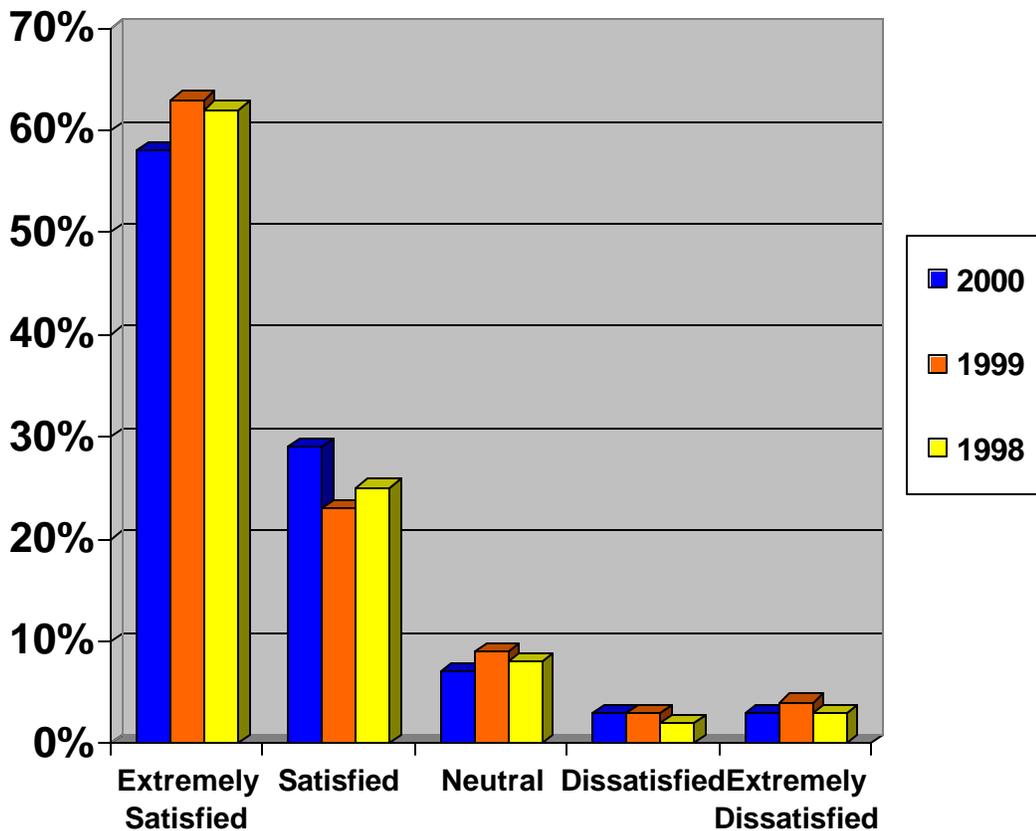
Kentucky's highways this year under-performed national highways on a total of 28 highway attributes and matched national satisfaction on one. Interestingly, the 4 attributes where Kentucky outperformed the recent national results were all attributes of the same

characteristic – “Traffic Flow.” In particular, despite the drop from 1999, Kentuckians were substantially more satisfied with “Toll Booth Delays” than the rest of the nation (66% v. 52%).

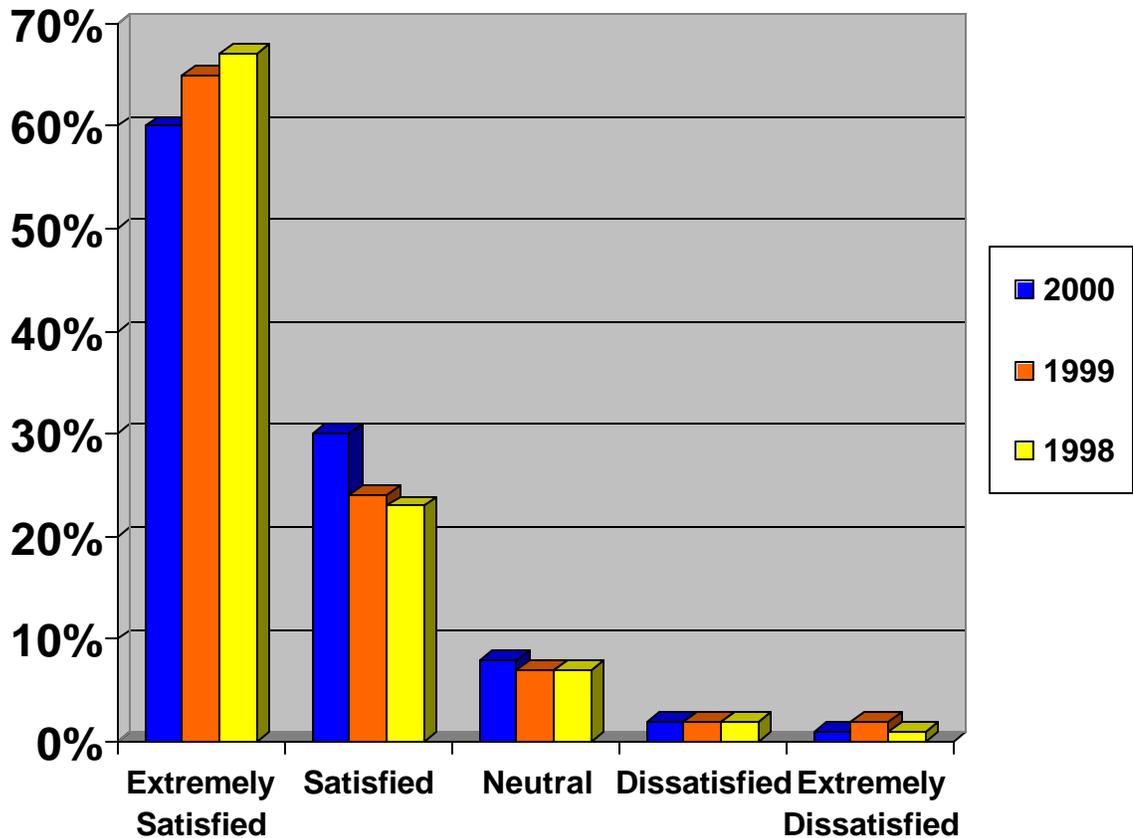
REGISTRATION & LICENSE RENEWALS

In Kentucky, vehicle registrations and license plates are distributed by the County Clerk’s office and drivers’ licenses are issued by the Circuit Clerk’s office. Those Kentuckians who visited the offices of the County or Circuit Clerks rated their satisfaction on two attributes of service – the manner in which the staff treated them, and the length of time it took to process their vehicle registration or driver’s license. The figures below summarize these results.

Trends in Satisfaction with Treatment by County Clerk Staff When Renewing Vehicle Registration

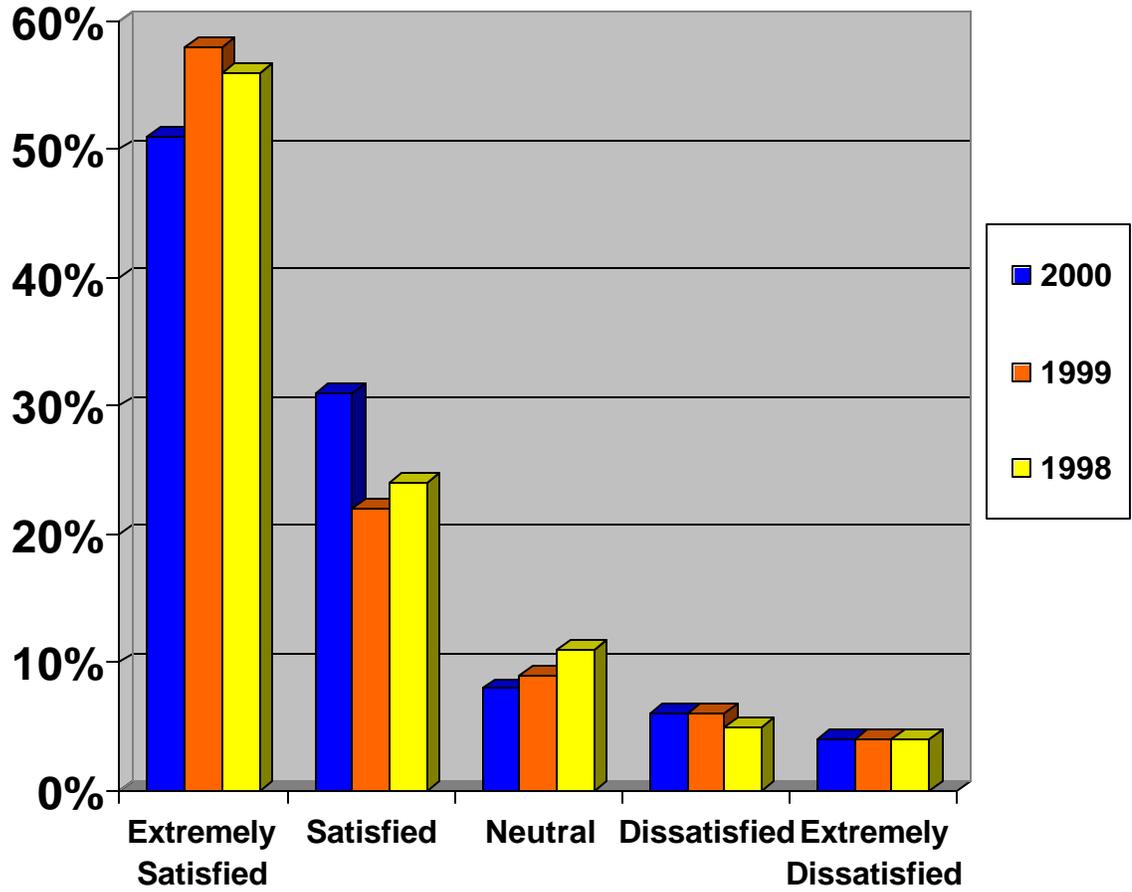


Trends in Satisfaction with Treatment by Circuit Clerk Staff When Renewing Driver's License

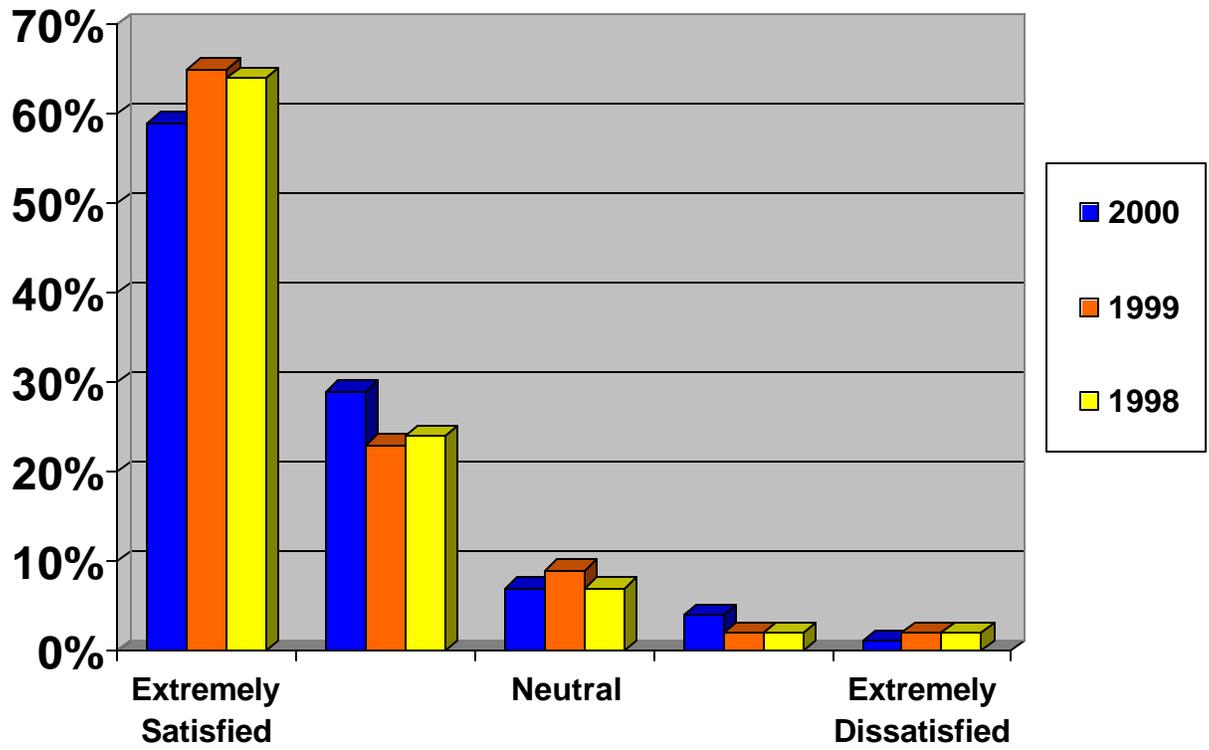


Overall satisfaction, as measured by combining the responses of “extremely satisfied” and “satisfied,” is very similar to the 1999 results for both offices. One notable difference, however, is a substantial decline in those being “extremely satisfied” for both offices. As illustrated in the charts below, this pattern holds for measures of satisfaction with the length of time it takes to process registration and license renewals as well.

**Trends in Satisfaction With Length of Time to Process
Registration Renewal by County Clerk's Office**



Trends in Satisfaction With Length of Time to Process Driver's License Renewal by Circuit Clerk's Office

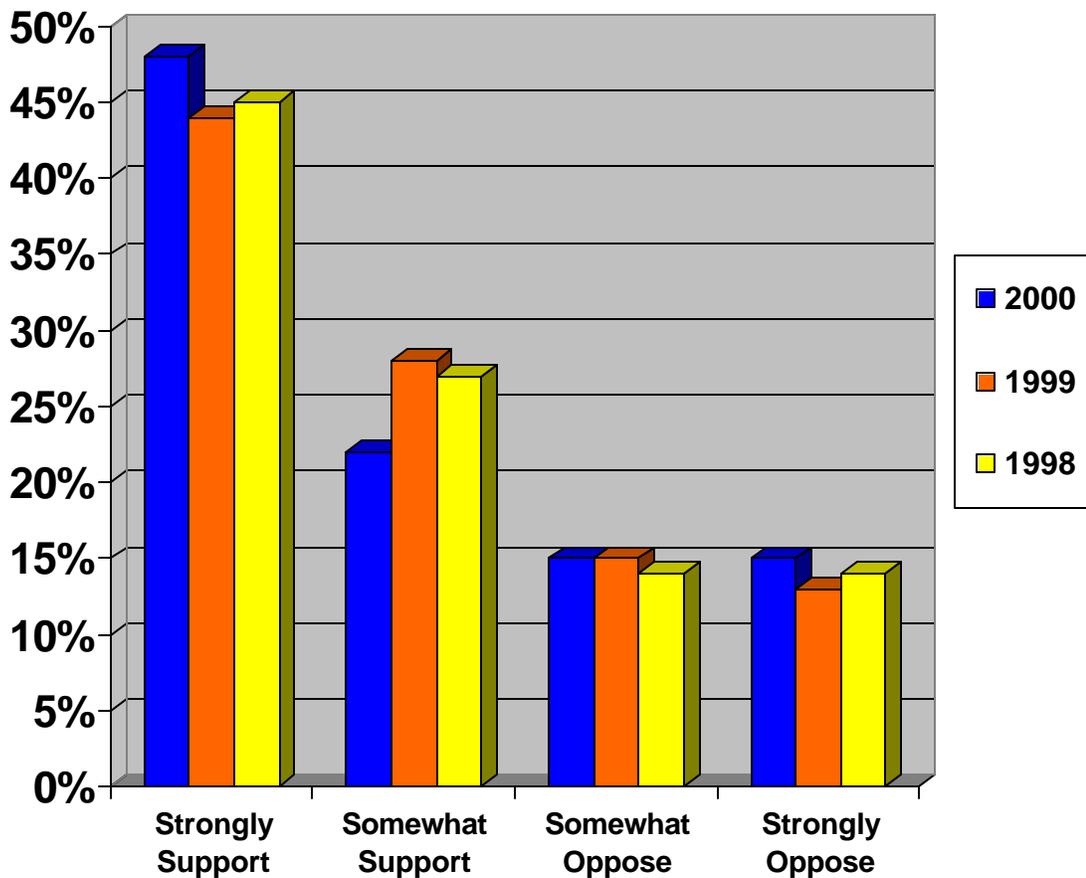


SUPPORT FOR INCREASING TIME BETWEEN & LOCATION OF LICENSE RENEWALS

To test public support for increasing time between license renewals from four to six years, Kentucky drivers scored their support – or opposition – on a 4-category scale from “strongly support” to “strongly oppose.”

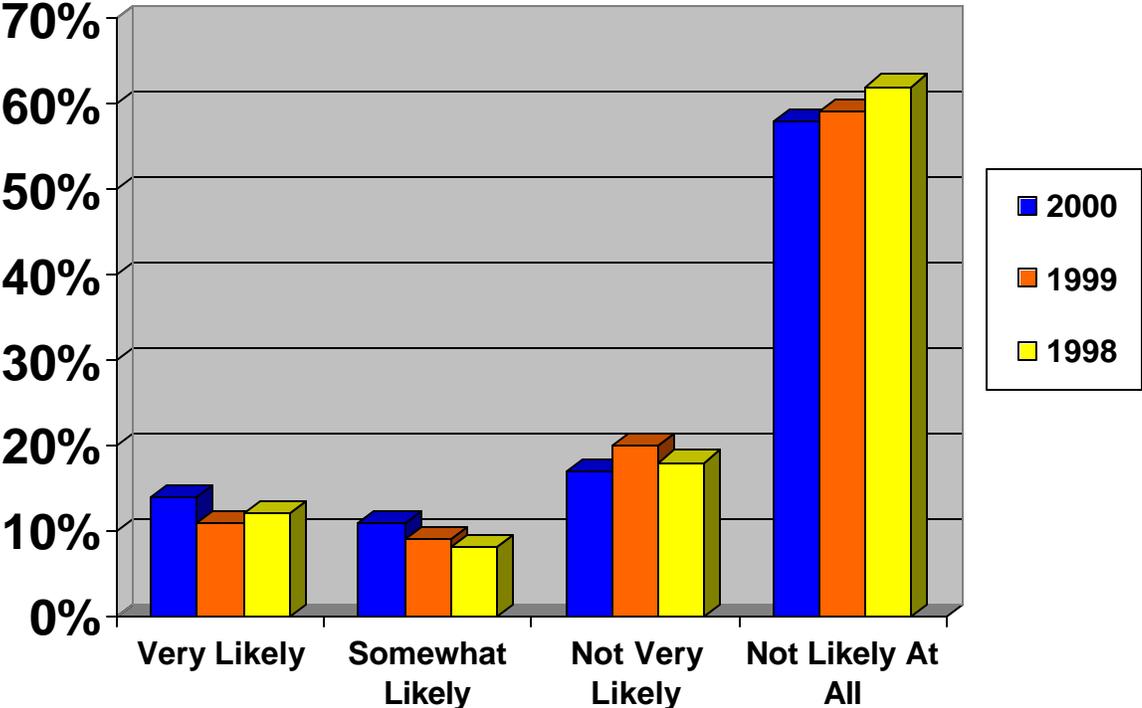
Overall, 70% reported that they would support such a change; nearly half said they would strongly support it. Overall support remained similar to 1998 and 1999, but increased over the previous results in the “strongly support” category.

**Support for Lengthening the Driver’s License Renewal Period
From 4 to 6 Years**



A second question tested drivers' interest in renewing their license in an office outside the county where they live. Compared to previous years, Kentuckians report being slightly more likely to renew away from county of residence, but still only 25%. Nearly 60% still reported being "not likely at all" to do this.

Likelihood of Renewing Driver's License in Location Other Than County of Residence



ADDITIONAL FINDINGS

This section highlights additional results regarding satisfaction levels and driving patterns by demographic segment.

PROFILE OF RESPONDENTS DIFFERENCES IN DRIVING PATTERNS

Following is a summary of trends identified regarding the driving habits of various segments or the population:

Age Differences

Older drivers:

- Drove more for shopping and errands, recreation, or work-related reasons than they drove to commute.
- Drove more for shopping and errands than they drove for recreation or work-related reasons.
- More likely to drive a car most often rather than an SUV.

Gender Differences

Females:

- Drove more for shopping and errands, and recreation than they drove for commuting and other work-related activities.
- Most often drove a car, van or SUV than they drove a truck.
- Drove most of their mileage on urban/suburban roads rather than on rural roads.

Males:

- Drove more for shopping and errands than they drove for recreation.

Education Differences

- Kentuckians with more formal education use major highways for work-related travel more often than for shopping and errands.
- Kentuckians with more formal education tend to use Interstate and other multi-lane highways more than major two lane highways.
- Kentuckians with more formal education were more likely to most often drive a car, van or SUV than a truck, and also more likely to most often drive an SUV than a car.

Highway District Differences

- Drivers from the higher-numbered (eastern) highway districts drove more often for shopping and errands than they did for commuting.

CHARACTERISTICS OF THE HIGHWAY SYSTEM: PUBLIC DIFFERENCES

Following is a summary of statistically significant trends identified through a review of satisfaction levels among the driving public. Each of the seven characteristics measured in this survey is listed below with key demographic differences outlined for each.

Traffic Flow

- Overall satisfaction with traffic flow was higher in the 2nd **highway district** than in other districts; satisfaction was lower in the 6th district.
- Participants in the 4th **congressional district** expressed lower satisfaction, whereas higher satisfaction was expressed in the 1st and 5th districts.

Safety

- Drivers in the 5th **highway district** gave higher satisfaction scores.
- Drivers in the 3rd **congressional district** gave higher satisfaction scores.
- Car drivers were more satisfied than were truck drivers.
- Higher satisfaction was expressed by interstate drivers than by major two-lane or multi-lane highway users.

Visual Appeal

- Higher satisfaction was found among older drivers.
- Drivers who put most of their mileage on interstates gave higher ratings than did those who use major two-lane highways.
- Car and van drivers were more satisfied than SUV drivers.

Travel Amenities

- Interstate travelers gave higher ratings than those who usually drive on two-lane or other multi-lane highways did.
- 6th **highway district** respondents gave higher scores, while those in the 3rd and 12th districts were significantly less satisfied.
- Those who reported most of their driving was on urban/suburban roads were more satisfied than those driving on rural roads.
- Car drivers were more satisfied than truck drivers.
- Those for whom recreation was the primary trip type were more satisfied than those who used highways for commuting or other work-related reasons.

Maintenance Response Time

- A higher level of satisfaction existed among those who use highways most for shopping or errands than those who drive on highways for work-related reasons.
- Older drivers were more satisfied than younger drivers.
- Interstate travelers gave higher ratings than those who usually drive on two-lane or other multi-lane highways did.

Bridge Conditions

- Car drivers were more satisfied than those who drove trucks.

Pavement Conditions

- Drivers in **highway districts** 7 and 8 had higher satisfaction with pavement conditions than other districts. Drivers in districts 2 and 4 reported significantly lower satisfaction than other districts.
- Higher satisfaction existed among older drivers.
- Drivers in the 6th **congressional district** gave higher satisfaction scores, while lower satisfaction was reported in the 2nd district.
- Satisfaction was higher for car drivers than for truck drivers.
- Those who reported most of their driving was on urban/suburban roads were more satisfied than those driving on rural roads.

A major highway was defined to include any of the following: the interstate highway system, other multi-lane highways (expressways, freeways, and toll roads), and major two-lane highways (numbered highways with three or fewer digits).

¹ Note that for some individual items, such as “toll booth delays” the margin of error can be as large as $\pm 8\%$ due to the smaller number of respondents for whom these questions were applicable.

² It should be noted that apparent ‘changes’ in results from the 2000 Kentucky survey and previous Kentucky studies may be as much due to more rigorous methodology as to real changes in opinion. The current study methodology has resulted in a more representative sample, particularly with younger drivers, which may explain observed differences in opinion. Also, it should be noted that all charts are created from unweighted data.

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⁴ To eliminate biases, characteristics were presented to respondents in random order.

⁵ The *Infrastructure Survey (2000)* did not include questions about overall satisfaction with individual characteristics – just attributes of those characteristics. The charts in the “*Moving Ahead.....*” report are based on aggregated responses to questions about satisfaction with specific attributes.

⁶ Percentages for questions regarding rest areas are based on N=346 (44%). Also, note that the national survey did not include a question about satisfaction with the “Number of Radio Advisory Stations.”

⁷ Kentucky 2000 results and national results may not be directly comparable for the “Detour Directions” and “Construction Signs” attributes. The Kentucky asked these questions in the context of a “Safety” characteristic, while the *Infrastructure Survey (2000)* asked about these attributes in the context of “Work Zones.”

⁸ Kentucky 2000 results and national results may not be directly comparable for the “Construction Delays” attribute. The Kentucky asked these questions in the context of a “Traffic Flow” characteristic, while the *Infrastructure Survey (2000)* asked about this attribute in the context of “Work Zones.” Also, percentage reported for “Toll Booth Delay” is based on N=205 (26%).

APPENDIX

Trends in Overall Satisfaction with the Highway System (p. 7)

| | Extremely Satisfied | Satisfied | Neither | Dissatisfied | Extremely Dissatisfied |
|----------|---------------------|-----------|---------|--------------|------------------------|
| 2000 | 14% | 39% | 27% | 15% | 5% |
| 1999 | 20% | 33% | 34% | 9% | 5% |
| 1998 | 15% | 35% | 35% | 9% | 5% |
| 1997 | 15% | 39% | 30% | 8% | 8% |
| National | 11% | 54% | 13% | 16% | 6% |

Overall Satisfaction with the Highway System Revisited (p. 9)

| | Extremely Satisfied | Satisfied | Neutral | Dissatisfied | Extremely Dissatisfied |
|-----------|---------------------|-----------|---------|--------------|------------------------|
| Initial | 14% | 39% | 27% | 15% | 5% |
| Follow-up | 15% | 46% | 28% | 8% | 3% |

Trends in Satisfaction with Highway Characteristics (p. 11)

| | Bridge Conditions | Visual Appeal | Travel Amenities | Safety | Traffic Flow | Maint. Response Time | Pavement Conditions |
|------|-------------------|---------------|------------------|--------|--------------|----------------------|---------------------|
| 2000 | 67% | 67% | 65% | 58% | 57% | 52% | 48% |
| 1999 | 69% | 65% | 67% | 59% | 61% | 54% | 50% |
| 1998 | 67% | 66% | 68% | 57% | 55% | 51% | 51% |
| 1997 | 64% | 68% | 68% | 61% | 59% | 53% | 51% |

Trends in Satisfaction – Bridge Conditions (p. 12)

| | Durability | Visual Appearance | Smooth Ride |
|----------|------------|-------------------|-------------|
| 2000 | 70% | 70% | 60% |
| 1999 | 71% | 69% | 61% |
| 1998 | 72% | 70% | 57% |
| 1997 | 68% | 69% | 56% |
| National | 75% | 80% | 73% |

Trends in Satisfaction – Visual Appeal (p. 13)

| | Rest Area Design | Landscaping | Environmental Compatibility | Sound Barriers |
|----------|------------------|-------------|-----------------------------|----------------|
| 2000 | 79% | 65% | 64% | 58% |
| 1999 | 79% | 62% | 67% | 60% |
| 1998 | 78% | 60% | 68% | 62% |
| 1997 | 80% | 64% | 68% | 62% |
| National | 85% | 80% | 81% | 72% |

Trends in Satisfaction – Travel Amenities (p.14)

| | Mileage/ Destination Signs | Variety of Rest Areas/Plaza Services | Number of Rest Areas/Plazas | Service/ Attraction Signs | Number of Radio Advisory Stations |
|----------|----------------------------------|---|-----------------------------------|---------------------------------|--|
| 2000 | 74% | 72% | 67% | 66% | 48% |
| 1999 | 76% | 71% | 71% | 67% | 51% |
| 1998 | 74% | 59% | 68% | 66% | 46% |
| 1997 | 75% | 61% | 66% | 71% | 48% |
| National | 89% | 72% | 72% | 87% | 0% |

Trends in Satisfaction – Safety (p. 15)

| | Warning Signs | Construction Signs | Lane Width | Pavement Markings | Safety Barriers | Detour Directions | Shoulder Width | Roadway Lighting | Wet Weather Conditions |
|----------|---------------|--------------------|------------|-------------------|-----------------|-------------------|----------------|------------------|------------------------|
| 2000 | 69% | 65% | 63% | 62% | 62% | 55% | 54% | 52% | 44% |
| 1999 | 69% | 69% | 67% | 63% | 63% | 57% | 58% | 56% | 49% |
| 1998 | 70% | 67% | 69% | 67% | 63% | 58% | 54% | 57% | 49% |
| 1997 | 70% | 71% | 69% | 65% | 66% | 57% | 57% | 54% | 49% |
| National | 86% | 80% | 79% | 76% | 76% | 75% | 70% | 70% | 62% |

Trends in Satisfaction – Traffic Flow (p. 16)

| | Toll Booth Delays | Accident Clean-up | Level of Congestion | Construction Delays |
|----------|-------------------|-------------------|---------------------|---------------------|
| 2000 | 66% | 62% | 46% | 44% |
| 1999 | 81% | 62% | 50% | 42% |
| 1998 | 76% | 64% | 44% | 40% |
| 1997 | 77% | 66% | 47% | 41% |
| National | 52% | 53% | 41% | 41% |

Trends in Satisfaction – Maintenance Response Time (p. 17)

| | Rest Area Cleaning | Snow Removal | Guardrail Repair | Litter Removal | Pavement Repairs |
|----------|--------------------|--------------|------------------|----------------|------------------|
| 2000 | 74% | 64% | 59% | 54% | 35% |
| 1999 | 76% | 62% | 65% | 57% | 37% |
| 1998 | 69% | 46% | 65% | 56% | 37% |
| 1997 | 75% | 48% | 64% | 60% | 35% |
| National | 75% | 72% | 75% | 62% | 46% |

Trends in Satisfaction – Pavement Conditions (p. 18)

| | Quiet Ride | Surface Appearance | Durability | Smooth Ride |
|----------|------------|--------------------|------------|-------------|
| 2000 | 51% | 44% | 42% | 41% |
| 1999 | 54% | 54% | 51% | 48% |
| 1998 | 51% | 51% | 50% | 48% |
| 1997 | 53% | 53% | 46% | 48% |
| National | 68% | 57% | 56% | 53% |

**Trends in Satisfaction with Treatment by County Clerk Staff
When Renewing Vehicle Registration (p. 21)**

| | Extremely Satisfied | Satisfied | Neutral | Dissatisfied | Extremely Dissatisfied |
|------|---------------------|-----------|---------|--------------|------------------------|
| 2000 | 58% | 29% | 7% | 3% | 3% |
| 1999 | 63% | 23% | 9% | 3% | 4% |
| 1998 | 62% | 25% | 8% | 2% | 3% |

**Trends in Satisfaction with Treatment by Circuit Clerk Staff
When Renewing Driver's License (p. 22)**

| | Extremely Satisfied | Satisfied | Neutral | Dissatisfied | Extremely Dissatisfied |
|------|---------------------|-----------|---------|--------------|------------------------|
| 2000 | 60% | 30% | 8% | 2% | 1% |
| 1999 | 65% | 24% | 7% | 2% | 2% |
| 1998 | 67% | 23% | 7% | 2% | 1% |

**Trends in Satisfaction With Length of Time to Process
Registration Renewal by County Clerk's Office (p. 23)**

| | Extremely Satisfied | Satisfied | Neutral | Dissatisfied | Extremely Dissatisfied |
|------|---------------------|-----------|---------|--------------|------------------------|
| 2000 | 51% | 31% | 8% | 6% | 4% |
| 1999 | 58% | 22% | 9% | 6% | 4% |
| 1998 | 56% | 24% | 11% | 5% | 4% |

**Trends in Satisfaction With Length of Time to Process
Driver's License Renewal by Circuit Clerk's Office (p. 24)**

| | Extremely Satisfied | Satisfied | Neutral | Dissatisfied | Extremely Dissatisfied |
|------|---------------------|-----------|---------|--------------|------------------------|
| 2000 | 59% | 29% | 7% | 4% | 1% |
| 1999 | 65% | 23% | 9% | 2% | 2% |
| 1998 | 64% | 24% | 7% | 2% | 2% |

**Support for Lengthening the Driver's License Renewal Period
From 4 to 6 Years (p. 25)**

| | Strongly Support | Somewhat Support | Somewhat Oppose | Strongly Oppose |
|------|------------------|------------------|-----------------|-----------------|
| 2000 | 48% | 22% | 15% | 15% |
| 1999 | 44% | 28% | 15% | 13% |
| 1998 | 45% | 27% | 14% | 14% |

**Likelihood of Renewing Driver's License in Location
Other Than County of Residence (p. 26)**

| | Very Likely | Somewhat Likely | Not Very Likely | Not Likely At All |
|------|-------------|-----------------|-----------------|-------------------|
| 2000 | 14% | 11% | 17% | 58% |
| 1999 | 11% | 9% | 20% | 59% |
| 1998 | 12% | 8% | 18% | 62% |



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